

# Hanford Reach

May 13, 2002

Hanford Site Employee News



**I'VE GOT IT!** A young visitor to Hanford's 2002 Health and Safety Exposition appears to be having fun as she reaches for an object inside a glovebox. The Expo set attendance records this year. For more on this year's Expo, see pages 4 and 5.

# **HAMTC members reject new contracts**

Members of the Hanford Atomic Metal Trades Council, the umbrella organization for Hanford-related unions, voted on April 30 to reject proposed contracts with Fluor Hanford, Bechtel Hanford, CH2M HILL Hanford Group and Battelle, operator of the Pacific Northwest National Laboratory. The balloting came just four days after members held a rally in John Dam Plaza in Richland, urging a “no” vote on the contract proposal.

The proposed contract called for a 4-percent pay increase for workers. However, opponents of contract ratification cited a proposed increase in medical insurance payments and other changes in the medical benefits program as reasons for rejecting the contract.

Until the contracts are renegotiated and a new proposal is ratified, HAMTC members will continue to work under terms of the expired contracts. ■

# Tanks contract awarded to local business

CH2M HILL Hanford Group has awarded a \$1.2 million contract for thousands of feet of waste-transfer piping to HiLine Engineering and Fabrication, Inc.

The piping will connect Hanford's large radioactive waste tanks with the nearby vitrification facility construction site. HiLine's contract calls for the fabrication and delivery of approximately 7,000 feet of double-walled waste-transfer piping this fall.

"This piping is the last leg of transfer lines that will eventually move Hanford tank waste from storage to treatment," said Joel Eacker, CHG vice president of Projects. "The piping is an important part of a larger project that includes designing and installing retrieval systems in 10 of the 28 double-shell tanks that will serve as staging points for waste as it is retrieved from older tanks on the Hanford Site."

HiLine, a small woman-owned business in Richland, has been doing business with CH2M HILL and other Hanford contractors for several years, performing the design and fabrication of a variety of equipment. HiLine also supports other Department of Energy sites and several different industries including aerospace, defense, food processing, environmental and nuclear power. "We're hard to beat on fabricated equipment, especially if it's related to piping," said HiLine president Troy Stokes.

The winning fixed-price proposal from HiLine for more than \$1.2 million was competitively bid and includes delivery of the piping. "We're thrilled to have kept this work in town," said Stokes. "In the past, this work has been performed states away. This is truly a win-win situation for CH2M HILL and HiLine."

"We're pleased to be able to provide business opportunities and award contracts locally while providing our Department of Energy Office of River Protection customer and the American taxpayer with the best value for a quality product," said Betty Euteneier, CH2M HILL Hanford Group director of Contracts and Procurements. ■

# DOE-RL assistant manager resigns



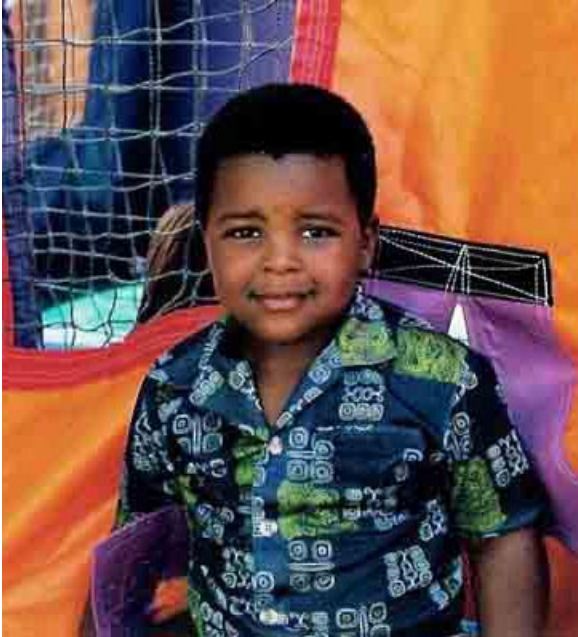
**Knollmeyer**

Pete Knollmeyer, who was the assistant manager for the Central Plateau at the Department of Energy Richland Operations Office, has left Hanford for a job in private industry. George Sanders, director of DOE-RL Waste Management, has been named acting assistant manager until a replacement is found for Knollmeyer.

In overseeing the central plateau operations, Knollmeyer was responsible for plutonium stabilization at the Plutonium Finishing Plant as well as cleanup projects at other obsolete chemical processing plants and burial sites. ■

# Fund-raiser for son of Bechtel employee Saturday

David Willingham is inviting all of you to his fourth birthday party on May 18 from 11 a.m. to 2 p.m. in Columbia Park near the Playground of Dreams. There will be food donated by local business, games and prizes. Presents are optional. Children under 12 are free and the requested donation for adults is \$10.



**David Willingham**

The funds raised will go to the National Transplant Assistance Fund in honor of David for his bone marrow transplant. The NTAF is an organization that assists families to raise funds to pay for uninsured medical costs.

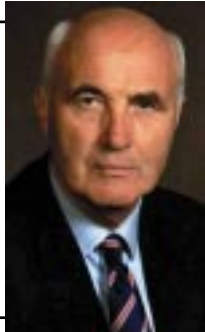
Crystal Willingham, an architect with Bechtel National, says that the birthday party is one of the events that she is hoping will help her son. The other event, scheduled for later this year, is a drive to locate a volunteer bone marrow donor. The National Donor Program and the Inland Northwest Blood Center will sponsor that event.

For more information on the party or other donations, contact Crystal at 366-4713 or Micheline at 734-9397. ■

# Health, wellness newsletter will be coming your way

The Department of Energy and all the site contractors are committed to the safety and health of every worker at Hanford — both on and off the job.

Safety is our first order of business, and part of that safety culture is personal fitness and health, which was highlighted at the Fluor Hanford Safety Summit this past January. Therefore, Fluor Hanford is pleased to provide site workers with health newsletters that are being made available by several area hospitals and health-service organizations. The newsletters will be distributed to you at your work sites.



**Commentary  
by  
Keith Thomson**  
President and CEO  
Fluor Hanford

The Spring 2002 *Pacesetter* provided by Richland's Kadlec Medical Center will be the first newsletter. You should receive your copy in mid-May and then every other month.

We are not endorsing any particular health provider or newsletter, but we are encouraging you to read the newsletters to help reinforce good health practices for yourselves, your families and co-workers.

Keeping our minds and bodies healthy is every bit as important as acting and working safely. We hope you will enjoy these newsletters and benefit from their articles and tips on health care. n



# FH program helps Patrol officer launch new career

## Entrepreneurial Leave of Absence program benefits Fluor employee

Torry Webb is taking what some people refer to as “a career 180,” meaning that the former Hanford Patrol officer is embarking on an entirely different challenge in his professional life. It won’t be as physically demanding as his position with the Hanford Patrol’s Special Response Team, but it almost certainly will be as risky — at least at first.

Webb founded IDA Management Services, Inc., a unique strategic management service geared toward the finance industry. “It’s a ‘niche’ concept that I have been working on since 1996,” he said. “We began limited and controlled testing of the concept in 1999, and we recently launched our national ‘beta-test’ with 1,000 agents who are marketing for us right now. After this six-month test, we will begin introducing IDA in all 50 states, with 300,000 agents — our initial sales force. We have plans to go international after that.”

### A Tri-Cities business

Despite the global aspirations, IDA’s headquarters will remain in the Tri-Cities, Webb said.

Although IDA’s prospects are good and the groundwork has been laid for success, Webb says breaking away from a steady paycheck is still a bit unnerving. Webb has transferred to self-employment after nearly six years as an employee of Fluor Hanford subcontractor Day and Zimmermann Protection Technology Hanford (and B&W Protec before PTH).

When debating whether to leave Hanford, like many other small business owners, he had to address the sometimes-staggering costs of running your own business — namely providing for your own benefits.

### Job security

This is where the Fluor Hanford Entrepreneurial Leave of Absence program provided a “security blanket” for Webb and the emergence of IDA. The ELOA is offered to eligible employees seeking to start new businesses in the local or regional community. It essentially keeps the employee “on the books” with Fluor Hanford for two years (with an additional one-year option) while he or she starts up a business. During this period, the employee will continue to retain Fluor benefits. If, for whatever reason, the employee does not continue with the business, that employee can return to Fluor Hanford if there is an opening in his or her former position or an equivalent one.



**Jerry Schneider, left, manager of Fluor Hanford Asset Transition, Erma Lewis of PTH Human Resources and former Hanford Patrolman Torry Webb finalize details of Webb’s Entrepreneurial Leave of Absence.**

“The ELOA program has allowed me this opportunity, and I want to thank the Fluor Hanford Asset Transition team, FH Human Resources, the Hanford Guards Union and Protection Technology Hanford,” Webb said. “Everyone has been extremely supportive and has gone above and beyond to help me transition this venture and launch IDA smoothly. I am a strong supporter of the ELOA program and encourage any eligible employee to consider the program while embarking on an entrepreneurial endeavor.”

For more information the Fluor Hanford Entrepreneurial Leave of Absence Program, see [www.hanford.gov/econtran/hanford/et\\_eloa.htm](http://www.hanford.gov/econtran/hanford/et_eloa.htm). For more on IDA Management Services, see [www.idamanagementservices.com](http://www.idamanagementservices.com). ■



**Celebrating Hanford's VPP successes are (left to right) Bob Frix, formerly with DynCorp; Noble Atkins, Shirley Olinger and Paul Kruger of DOE-RL; Beverly Cook of DOE Headquarters; Lura Powell of PNNL; DOE-RL Manager Keith Klein; John Arslanian of Fluor Federal Services; Norm Boyter of the Fluor Hanford River Corridor Project; Larry Musen of DOE-RL and Harry Pettengill of DOE-HQ.**

## Expo set the stage for Hanford safety honors

In conjunction with the 2002 Hanford Health and Safety Exposition, Department of Energy Headquarters honored the Hanford Site for achieving six of the 19 "stars" awarded in the DOE Voluntary Protection Program — an achievement indicating excellence in worker safety programs on site.

Beverly Cook, DOE assistant secretary for Environment, Safety and Health, was the special guest speaker. The ceremony took place the morning of May 1 in the light-filled atrium of the Trade, Recreation and Agricultural Center.

While the official "star status" flags were bestowed when each was earned, three special framed VPP flags were presented as special DOE Headquarters recognition for the greatest number of star programs in the DOE complex.

Cook told the audience of DOE employees, Hanford contractor workers, members of the media and the public that she learned responsibility for her own safety and that of her co-workers when she did hot-cell work with a DOE contractor. Later, as the manager of the Idaho Falls DOE site, she gained appreciation for the way DOE communities are influenced by the site safety culture when workers apply safe work practices at home.

*Continued on page 9.*



## Expo set the stage for Hanford safety honors , cont...

Cook also read a letter of congratulations from Robert Card, the under secretary for the U.S. Department of Energy.

Harry Pettengill, director of the DOE Office of Regulatory Liaison, also spoke at the ceremony. His office is the administrator of the DOE VPP. "We understand how important this is," Pettengill said. "This achievement shows a tremendous commitment by all of the workers at the Richland Operations Office facilities. You have demonstrated leadership in safety performance and a strong safety culture."

The DOE VPP program began in 1994. It mirrors the private-sector program of the Occupational Safety and Health Administration. Hanford has chosen to pursue the achievement of star status on a contractor and project basis, as opposed to the site-wide approach being used at other DOE sites.

Hanford's star programs are: Battelle Memorial Institute, operating the Pacific Northwest National Laboratory; DynCorp Tri-Cities Services; the Fast Flux Test Facility; Fluor Federal Services; Protection Technology Hanford; and the most recent award recipient, the River Corridor Project operated by Fluor Hanford.

Director Lura Powell accepted the special framed flag on behalf of the Pacific Northwest National Laboratory. Norm Boyter, director of the River Corridor Project, received the award for Fluor Project Hanford. A third framed flag was presented to Keith Klein, DOE Richland Operations manager, for support and mentoring provided by his organization.

Klein was moderator for the ceremony. He said three more Hanford entities are now contending for star status and another three may begin the process by the end of the summer.

Congratulations from many quarters were shared. Joyce Olsen represented Congressman Doc Hastings and read a letter from him. Klein read a letter from State Representative Jerome Delvin. Paul Kruger, DOE-RL Associate manager for Science and Technology, extended congratulations on behalf of Ray Orbach, director of the DOE Office of Science.

There was individual recognition as well. Shirley Olinger, DOE-RL assistant manger for Safety and Engineering, recognized VPP advocates Noble Adkins and Larry Musen of DOE-RL. ■

# PZAC honors facilities, individuals during Expo 2002



**Hanford Patrol Captain Steve Voigt jokes about his eyesight as he is recognized at Expo for extraordinary marksmanship.**

Beverly Cook, U.S. Department of Energy assistant secretary for Environment, Safety and Health, was a special guest and surprise speaker at the May 2 Presidents' Zero Accident Council meeting held at the Hanford Safety and Health Exposition at the TRAC facility.

After an introduction by Shirley Olinger, DOE-RL assistant manager for Safety and Engineering, Cook delivered a "value creation" message. She said her organization consists of "the corporate safety people" whose job is to establish a framework that will enable workers at DOE sites to accomplish their work safely and effectively.

The Spent Nuclear Fuel Project was honored at the PZAC meeting for achieving four million hours without anyone losing a day of work due to a job-related injury. It covered a period that began in October 1999 and continued during a time when cleanup achievements included the design, construction, start-up and operation of three new facilities; the refurbishing of the 1950s K Basins; and moving 305 metric tons of irradiated uranium away from the Columbia River. During that time period, about 200 new staff members joined the project and its safety culture. The project has since reached 4.4 million safe hours.

A special Fluor Corporation "Two Star Award" was presented to the Fast Flux Test Facility. The award recognizes the achievement of two million hours without a lost or "away" day and a low "OSHA recordable" rate of 0.4, half that of the corporation's aggressive goal.

Hanford Patrol Captain Steve Voigt was honored for winning the state's top title for pistol marksmanship for 20 years in a row.

The first Fluor Hanford Award for Environmental Stewardship was bestowed on the River Corridor Project after close competition with the 222-S Analytical Laboratory, the Plutonium Finishing Plant, T Plant and the Waste Sampling and Characterization Facility.

Cliff Ledford of the Expo Committee distributed awards for the 2002 Safety Exposition. The traffic safety booth was selected as the "Kids Favorite"; the Protection Technology Hanford booth won the "Most Informative" award; the safety awareness booth was selected in the Safety category; Kadlec Hospital won the Health Booth Award; the Waste Sampling and Characterization Facility and 222-S Laboratory were honored as the "Most Interactive"; and the Volpentest HAMMER Training and Education Center was named "Best Overall."

Ledford announced the Jake McMillan Memorial Award for an Expo Committee member exemplifying the type of safety commitment that characterized the late Jake McMillan. Owen Berglund of the Fluor Hanford-operated 222-S Analytical Laboratory received the first "Jake" award. ■

# Health and Safety Expo attendance, influence increase

The 2002 Hanford Health and Safety Exposition welcomed a record-breaking 33,391 visitors to the Trade, Recreation and Agricultural Center in Pasco on April 30 and May 1 and 2. Among them was Beverly Cook, U.S. Department of Energy Assistant Secretary for Environment, Safety and Health (see related story on page 12).

“This was started by Hanford workers in 1994,” said Expo Committee spokesman Cliff Ledford. “Our workers want results and I’ve heard so many stories about Expo benefiting both work and home environments. It’s an opportunity for our workers to see what’s available in industry and bring those innovations back to their workplaces.”

He said businesses like 3M, producer of respiratory equipment, attend Expo and receive worker input that has influenced design changes in their products. A respiratory mask provider listened to three days worth of worker frustration and improvement suggestions at a previous Expo and implemented design changes. As a result, Hanford worker satisfaction increased and the company won a contract extension.

## Record attendance

The event draws bigger crowds each year. This year’s numbers were up more than 12,000 over last year’s record of 21,000. Ledford thinks some of the increase is from an effort to invite local organizations. In addition to the usual invitations to community groups like the Boy Scouts and 4-H clubs, cities and other entities were invited. For the first time, each local city sent safety officers.

The Hanford Safety Expo’s circle of influence is widening and has touched schools across the state, around the DOE Complex and regional business and industry.

The vehicle accident demonstration, for instance, is the subject of a video now used in Washington public school driver’s education classes. It was developed from a suggestion by the Franklin County coroner, a member of the Expo planning committee. Video production costs exceeding \$50,000 were provided by corporate sponsors State Farm Insurance and the Seattle Mariners.

This, in turn, became a springboard for school activities. Several high schools developed and operate a driver awareness program in which students wear death-like makeup to demonstrate how many have died at the hands of drunk drivers.

## Experience shared

The Expo Committee has mentored both the Idaho and Oak Ridge DOE sites on how to organize safety expositions.

Next year, Ledford said, the Hanford Health and Safety Exposition will coincide with the Pasco meeting of the Northwest Region X Voluntary Protection Program. This annual meeting draws 300 OSHA and DOE VPP participants from Washington, Oregon, Idaho and Alaska. Their agenda will include a visit to Expo. ■

# PNNL booth taught electrical safety

“Take Electricity Seriously” was the theme for the Pacific Northwest National Laboratory Electrical Safety Committee booth at the Expo. More than 500 people attended the high-voltage demonstration and answered the following questions:

---

## 1. How do you remove a shock victim from an energized circuit?

If possible, locate and de-energize the electrical circuit. Exercise extreme caution. *Do not* touch the victim with any part of your body or a conductive object until you are sure the victim is no longer receiving the electric shock. You could become part of the circuit. Remain at the scene and aid the injured person within the limitations of your training. Unless a victim's life is in danger from fire or explosion, don't move the person — wait for qualified medical personnel.

---

## 2. Where is the electrical disconnect located in your house?

In the electrical panel. It must be labeled “Main Service Disconnect.”

---

## 3. How often must Ground Fault Circuit Interrupters (GFCI) be tested, and when do you use GFCI?

Permanently installed GFCIs (receptacles and circuit breakers) are required to be tested at least monthly. Portable GFCIs must be tested before use.



A group of students from Tri-Cities Prep Catholic High School check out the PNNL booth.

GFCIs are used in damp or wet locations such as kitchens, bathrooms, garages and outdoors, as well as for temporary power during construction, remodeling, maintenance, repair and similar activities.

---

## 4. What type of ladder must be used to work near electrical equipment?

Fiberglass. A metal ladder will conduct electricity. ■

# Fluor presents first Environmental Stewardship Award

The first annual Fluor Hanford Environmental Stewardship award was presented to the River Corridor Project May 2 during the Presidents' Zero Accident Council meeting at the Hanford Health and Safety Exposition.



**This tall well car left Hanford last summer, headed for Tennessee for recycling. The River Corridor Project has since shipped two more, saving the \$300,000 (\$100,000 per car) that it would have cost for disposal. The recycling of a crane saved another \$300,000 in disposal costs.**

"It was a close race," said Becky Austin, Fluor Hanford vice president of Environment, Safety and Health. "Recognition of Merit" awards were presented to the 222-S Analytical Laboratory, the Plutonium Finishing Plant, T Plant and the Waste Sampling and Characterization Facility.

Environmental compliance, stewardship and awareness are aspects of the integrated safety culture spearheaded by FH Environment, Safety and Health. They play an often-unrecognized role in daily work processes. The new award is designed to provide greater recognition for achievement in the environmental arena.

## 'Environmental' in ES&H

Each of the five applicants has made significant strides in cleanup progress through equipment recycling and reuse, compliance and waste management practices. All facilities were rated above average in Facility Evaluation Board assessments and all had positive feedback from DOE-RL customers. RCP and T Plant had no spills or releases recorded in 2001 and each participating facility shipped from 3,000 to 34,000 pounds of material (batteries, aerosol products, lamps) to the 400 Area recycling center per 200,000 worker hours.

Austin said the award underscores the environmental aspect of ES&H that is necessary for a well-rounded safety awareness. She recognized Gloria Cummins of Regulatory and Environmental Compliance as the award architect and motivator, who in turn gave credit to Jay Warwick of WSCF, Lucinda Borneman of the 222-S Laboratory, Brett Barnes of T Plant, Carl Hadley of PFP and Jon Perry of RCP. The award is the first of its kind at Hanford.

The competition included application submittal, on-site visits and interviews with regulators. Austin cited several factors leading to the RCP victory, including:

- Outstanding rapport with DOE-RL and regulators
- Successful involvement of DOE-RL and regulators in work planning and associated prompt issues-resolution tactics
- Positive feedback received from DOE-RL and regulators regarding the conduct and professionalism of RCP environmental professionals
- Exemplary waste minimization and recycling achievements.

*Continued on next page.*



## **Fluor presents first Environmental Stewardship Award, cont...**

Norm Boyter accepted the award on behalf of the River Corridor Project and introduced Jon Perry, RCP Environmental Program manager.

### **Applicants all deserving**

The River Corridor Project application focused on environmental compliance achievements related to its project initiatives: facility deactivation, facility surveillance and maintenance activities, accelerated closure of the river corridor and wastewater treatment.

The 222-S Analytical Laboratory focused on progress in its waste management processes, the volume of waste shipped “off unit,” performance ratings, successful communications, resource utilization and corrective action management. Dose reduction has been accomplished through a variety of worker initiatives, demonstrating worker involvement. Key initiatives in 2001 were designed to move waste out of the laboratory using a “package once” approach, to reduce the amount of waste in satellite accumulation areas and to complete high-efficiency particulate air, or HEPA, filter replacement.

The PFP user-friendly chemical storage compatibility program, the facility’s progress in waste minimization and its in-house recycling program were highlighted. The PFP solid waste operations group has successfully shipped more waste containers than any other, and its battery-deposit and recycling center is considered a model for other site facilities.

The 850-foot-long T Plant Canyon is being readied to receive K Basins sludge. The application detailed progress in cleaning off 13 sections of the massive canyon deck, as well as process cell cleanout and shipment of a large piece of equipment off-site. A drum crusher and a plasma torch were used to cut large pieces of equipment in order to reduce waste size and volume. These activities greatly reduced the mixed waste volume at T Plant.

The Waste Sampling and Characterization Facility has developed an improved waste management process built around daily removal of radiological and chemical wastes from analytical process hoods and a reduction in the number of satellite accumulation areas. Many of the improvements, including its recycling program, originated from worker involvement.

### **Environmental awareness**

The award is one of several ES&H initiatives developed to improve environmental integration. Groundwork was set in 2001 through an “E awareness” campaign to improve worker environmental understanding. This understanding is supported by the routine use of the Automated Job Hazard Analysis system that assists in identifying environmental conditions and regulations for job tasks, meeting the Integrated Safety Management System guiding principles of identifying hazards and requirements, and tailoring hazard controls to the work being performed. ■

# CH2M HILL Hanford Group focuses on first-line supervisors

Giving first-line supervisors the tools, training, direction and management support they need to do their jobs well is a priority for CH2M HILL Hanford Group. These are the men and women who provide direct supervision to CHG field employees. They're responsible for making sure the expectations of CHG upper management are met and that fieldwork in support of the CHG mission is completed.

"They are the foundation of management effectiveness," said Operations Vice President John McDonald. "They're in the field responsible for getting the work done, and we must constantly ask ourselves what we can all do to help them be more effective."

McDonald described the approaches being used to continuously improve the tank farms working environment:

## • Working group meetings

A group of first-line supervisors is meeting twice a month to identify and prioritize issues, provide feedback and recommend solutions. The group is made up of supervisors from various CHG organizations (including double-shell and single-shell tank facilities, Interim Stabilization, Nuclear Operations, and RadCon), with sponsorship by McDonald and support from team leader Mike Ostrom, Double-Shell Tank Life Extension Project director, and Wendy Scott, Accountability Project manager.



**CH2M HILL Hanford Group first-line supervisors provide direct supervision of CHG tank-farm employees. They're responsible for making sure the expectations of CHG upper management are met and fieldwork that supports the DOE Office of River Protection's mission is completed.**

In April, independent contractor RHR International interviewed 28 CHG first-line supervisors. During confidential interviews, the outside firm gathered feedback on issues affecting first-line supervisor effectiveness. Management and the supervisor working group are analyzing the information gathered. The recommendations will be used to improve the working environment and work processes.

## • Gathering feedback, mentoring

Another part of the ongoing improvement effort was an April visit by a team from International Nuclear Power Operators (INPO). This organization traditionally provides three site assessments across the nation each year for the Department of Energy Headquarters. INPO typically assesses commercial nuclear facilities. CHG asked for and is fortunate to have received DOE support for the INPO visit.

The assessment team consisted of a representative of Energy Northwest, a member from the Savannah River Site and two INPO officials. A small group of CHG first-line supervisors supported the assessment team. During a weeklong visit, the team assessed and mentored CHG first-line supervisors. The results of the INPO assessment are expected this month.

## • Taking a look ahead

The supervisor working group will be the primary focus for upcoming actions and results. ■

# Open your own computer-support tickets online

The Lockheed Martin Information Technology Solution Center is offering Web ticketing as an option for computer users to input non-critical service requests. Web ticketing replaces the \*CTS Support e-mail box for electronic support requests.

You may access the Web site at <http://apweb04.rl.gov/rapidweb/phmc/ctshelp/ctshelp/enterticket.cfm> or link to it from HLAN User's Help-n-Hints by clicking on "Web Ticketing" in the navigation box on the left side of the screen.

After entering the information, a screen will appear for confirmation. You will have the option of going back to the previous screen to edit the information. If, after reviewing the information, you would like to submit the ticket, click on "Submit to CTS." You will be given the ticket number.

One of the benefits of using this Web site is that you will have the ability to check on the status of tickets you submitted under your HID number (the workstation will have to be logged onto the network under your HID).

You may check on the ticket status at any time by clicking "View Tickets" on the navigation bar and inputting your ticket number. If you do not know the ticket number, you can click on "View Tickets" and then "All Tickets" to get a list of all tickets that have been input under your HID number.

The screenshot shows a web browser window titled "Project Management Hanford Com - Enter Trouble Ticket - Internet Explorer 5.5 SP1 - HLAN ESOS 022301". The address bar shows the URL "http://apweb04.rl.gov/rapidweb/phmc/ctshelp/ctshelp/enterticket.cfm". The page content is titled "CTS Help Desk" and "Enter Trouble Ticket". It includes instructions: "If you need immediate assistance, please call 376-1234. Online help is available at HUH. This is intended for non-critical requests." The form fields include: "HID" with the value "0050230", "Property #" with a dropdown menu showing "Select Problem Type", and "Payment Type" with radio buttons for "CACN/COA" (selected) and "P-Card". There is a "lookup..." button with the instruction "(Click Button if property number is unknown)". A left sidebar contains navigation links: "CTS Help Desk Home", "What's New", "Enter Trouble Ticket", "View Tickets", "Enter Service Request", "Hanford User Help", "Network Status", "Outage Status", and "FAQ". The Windows taskbar at the bottom shows the Start button, open applications like Microsoft Outlook and Reach Article - Messa, and the system clock showing 10:19 AM.

Instructions for using this new system are available in HUH at <http://apweb02/huh/display.cfm?id=372&back=index+for+w>.

LMIT's Customer Technical Support is sure you will like this new and easy-to-use Web interface. This form is ideal in making sure CTS gets all the required information from you so a trained technician can provide service to you in a timely manner.

If you have questions or comments concerning the new site, contact CTS at 376-1234. ■

**From the CTS Help Desk page, users can check the status of service requests by entering a ticket number.**

# Regular Features



## LETTERS

Employees are invited to write letters of general interest on work-related topics. Anonymous letters will not be printed. We reserve the right to edit letters or not to accept letters for publication. Send your letters to the *Reach*, B3-30, or to \*Hanford Reach on e-mail. Letters are limited to 300 words, and must include your name, company, work group and location. Opinions expressed are those of the author and not of DOE-RL, ORP or their contractors.

### Faster is better

The overwhelming majority of Americans want to drive a little faster than the speed limit.

If you are not driving at the same speed as the vehicles around you, you are creating an unsafe condition.

Perhaps you would feel safer driving on the shoulder so traffic can flow past you. But we are going to drive at whatever speed we can get away with. So get out of the way.

**Ben Amodeo**

*Bechtel Hanford, Inc.*

**+Editors' note:** While it's true that highway driving is safer when all traffic is moving at somewhat the same speed, the drivers who are speeding are creating the unsafe condition—not the ones who maintain the speed limit. And nobody would consider it safe to drive on the shoulder. Law-abiding motorists have a right to drive at the speed limit, so relax and get used to it!

### Wrong spot

The front-page photo in the May 6 issue of the *Reach* is interesting.

However, for it to have been taken from the Hanford town site (with the White Bluffs in the background) would require you to be looking north from the east (Franklin County) side of the river.

Unless they have been built since my last fishing trip to that area (six months ago), there are no structures such as those that appear in the background

on the east side of that section of the river.

Based on the bluffs, the shadows, the buildings and the power line crossing (probably at N Reactor), I believe the picture was taken from the south side of the river between N Reactor and the Vernita Bridge (probably close to K Basin) looking east.

**John Viita**

*Fluor Federal Services*

**+Editors' note:** Viita is correct; the *Hanford Reach* did not report the location of the photo accurately.



## CALENDAR

### NMA fashion show fund-raiser May 15

The Hanford Chapter of the National Management Association will host its sixth annual fashion show on Wednesday, May 15, at the Tri-Tech Skills Center in Kennewick. Dinner will be served at 6 p.m. and the fashion show will begin at 6:45. The show will raise money to support local youth programs. Tickets are \$20 each, \$35 for couples, and \$10 for children (age 12 and under), or you may make a donation if you cannot attend. All ticket holders are eligible to win door prizes. Call Karen Welsh at 376-2151 or Pat Jenkins at 373-6221 to purchase tickets.

### Richland's hazardous waste management discussed May 16

John Darrington, city manager of Richland, will be the featured speaker at the Academy of Certified Hazardous Materials Managers-Eastern Washington Chapter monthly meeting on Thursday, May 16, at the Battelle Auditorium. The title of the topic is "Hazardous Waste Management in the city of Richland." The networking social starts at 6:30 p.m. and the presentation is at 7. Everyone is welcome and there is no cost for attending this meeting. For more information call

*Calendar continued on next page.*



# Regular Features

## CALENDAR continued

Rampur Viswanath at 376-9223.

### **NCMA seminar scheduled May 16**

National Contract Management Association, Columbia Basin Chapter, is sponsoring a seminar on "Contract Changes, Partial Terminations and Claims" presented by John Green on Thursday, May 16, 8 a.m. to 4:30 p.m. (lunch included) at the Red Lion Hotel in Richland. Green will also speak at the regularly scheduled NCMA monthly meeting from 11:30 a.m. to 12:30 p.m. on May 16 at the Red Lion Hotel. The lunch meeting topic will be "An Interactive Discussion of the Contract Trials and Tribulations of Consolidated Construction." The cost to attend the day-long seminar is \$125 for NCMA members and \$165 for non-members. To register, contact Clo Reid at Cloette\_B\_Reid@rl.gov or call 373-6140.

### **Reckless rocks the Relay for Life**

The band Reckless will perform at the Relay for Life on May 17 from 7 to 9 p.m. at the Southridge High School football field in Kennewick. Three of the five band members are Hanford employees: Dan Niebuhr of CHG is on keyboard, John Hasson of Bechtel Hanford is on bass and Rex Gillispie of Fluor Hanford provides vocals. The band members invite everyone to support the Relay for Life, an American Cancer Society fund-raiser, and listen to the music.

### **Society of Women Engineers meeting May 17**

The May 17 meeting of the Eastern Washington section of the Society of Women Engineers will feature Debbie Clingingsmith as guest speaker. The topic is "Section Vitality," and Clingingsmith will present some workshop modules to help you discover your style of leading and help you create and maintain an organizational structure. The meeting will be held from 4:30 to 6:30 p.m. in the Snoqualmie Room at the EESB on the PNNL campus. The meeting will adjourn to the Rattlesnake Mountain Brewing Co. for dinner. Please contact Teresa Torres at 372-2173 or 947-5007 for more information and to make your reservation.

### **Race Unity Day celebrated May 18**

"Building on our diversity, celebrating our unity" is the theme of Race Unity Day to be held on May 18 from 10 a.m. to 4 p.m. at Columbia Basin College. The festival, sponsored by CH2M HILL Hanford Group, Fluor Hanford, Battelle and a number of Tri-Cities businesses, will feature multicultural music, arts and food to promote respect for the unique gifts, talents and contributions of the diverse national, racial, and ethnic groups living in our region. Other events include a hoop shoot and an international fashion show. The Portland Taiko Drum Ensemble performs on May 17 at 7 p.m. in the Byron Gjerde Auditorium at CBC.

### **Combating terrorism seminar May 22**

Steve Martin, a senior program manager at Pacific Northwest National Laboratory, will provide a glimpse of the numerous research activities under way at the PNNL for combating terrorism at the next Community Science and Technology Seminar Series event on May 22. The presentation, which will be held at the Columbia Basin College Theatre in Pasco at 7 p.m., is sponsored by PNNL and CBC and is free and open to the public.

### **CONSYS 2002 is coming May 22**

The Richland Section of the Instrumentation, Systems and Automation Society presents CONSYS '2002, a regional instrumentation and control vendor and technology show, May 22 from 8 a.m. to 5 p.m. at the Pasco WestCoast Hotel (formerly the DoubleTree Inn). Pre-register at [www.acesinc.biz](http://www.acesinc.biz) (click on "CONSYS 2002") or register the day of the show. ♦



## NEWSBRIEFS

### **Change of operations at the 100 Area Fire Station**

Effective May 20, the 100 Area Fire Station, which is located at the intersection of Routes 1 and 4N, will be fully staffed 24 hours a day, 7 days a week. This is a change from the current staffing configuration, which provides a fire engine crew and an ambulance crew

*Newsbriefs continued on next page.*



# Regular Features

## **NEWS BRIEFS** **continued**

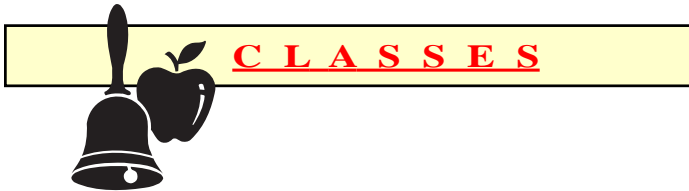
on a Monday-through-Friday dayshift basis, and only an ambulance crew on off-shifts and weekends.

In announcing this staffing change, Hanford Fire Department Chief Don Good said, "Our first priorities are personnel safety and the protection of site facilities. We are making this change to support the increased Spent Nuclear Fuel Project activities in the 100 Areas."

## **Submit your time cards early the week before Memorial Day**

The Memorial Day facility closure day on May 27 necessitates the early submittal and approval of time cards for the week ending May 26. Time cards must be submitted and approved no later than 9 a.m. on Thursday, May 23. Estimate your time for the remainder of the workweek, including anticipated overtime for Saturday and Sunday, May 25 and 26. Managers are required to delegate Time Information System approval if they will be unavailable to approve timecards by the Thursday deadline.

The TIS will be unavailable for corrections until Wednesday, May 29. All corrections for the pay period ending May 26, will be reflected on a future paycheck. If you have questions or need assistance, please contact Elaine Cone at 373-7609. ♦



## **PROTRAIN offers May and June classes**

The following software training will be offered at PROTRAIN:

### **Primavera Project Management**

- 601 Planning & Scheduling with P-3 – June 17-19, cost: \$995.
- 602 Resources & Cost Analysis — May 19, cost: \$395
- 603 Managing Project Data — May 20, cost: \$395
- 604 Creating Reports & Graphics — May 21, cost: \$395

### **Microsoft Project 2000** (cost: \$199 per day)

- MS Project Level 1 — June 10
- MS Project Level 2 — June 11.

### **Crystal Reports 8** (cost: \$225 per day)

- Introduction — June 10
- Advanced — June 11.

For more information or to register, call 375-0414.

## **Learn to develop a business plan**

If you have ever thought of starting your own business or had an idea for a new product or service, Washington State University may be able to help you learn the critical skills for entrepreneurial success. The class, "Entrepreneurship," Marketing 490, will be offered June 24-Aug. 2 on Tuesdays and Thursdays from 5:30 to 8:30 p.m. at WSU Tri-Cities. Call 372-7252 or send a message to [ayers@tricity.wsu.edu](mailto:ayers@tricity.wsu.edu) for more information or sign up now at [www2.tricity.wsu.edu](http://www2.tricity.wsu.edu).

## **WSU Tri-Cities offers a variety of courses in summer**

A wide range of classes from "Advanced Public Speaking" to an introductory course in nuclear engineering will be offered at Washington State University Tri-Cities during the summer term, which begins May 13. The courses are for graduate and undergraduate students. Complete information on the summer courses offered at WSU Tri-Cities is available by calling 372-7000 or visiting [www.tricity.wsu.edu/Summer2002menu.htm](http://www.tricity.wsu.edu/Summer2002menu.htm).

## **SBDC offers classes for business owners and entrepreneurs**

The Small Business Development Center offers classes for entrepreneurs, business owners and managers.

The classes run from 6 to 9 p.m. at the Tri-City Industrial Development Council, 901 N. Colorado, Kennewick. The cost is \$35 per class. To register for any of the classes listed below, call the Small Business Development Center at 735-6222.

- **Basics of Recordkeeping** – May 14. Instructor: Ellen Bowman-Fairbank.
- **Customer Relations** – May 16. Instructor: Danette Layne.
- **Small Business Money Management** – May 21. Instructor: Lisa Layton.
- **Payroll with QuickBooks** – May 30.

*Classes continued on next page.*

# Regular Features

## CLASSES

### continued

- **How to Buy, Sell or Evaluate your Business** – June 4. Instructor: Rich Monacelli.
- **Legal Issues in Human Resources** – June 6. Instructor: Alison Walsh.
- **Minority/Women-Owned Business** – June 11. Instructor: Cruz Gonzales.
- **Time and Office Management** – June 12. Instructor: Danette Lane.
- **Hiring for Success** – June 13. Instructor: Adele Haar.

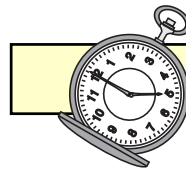
### **Classes on performance assessment and management offered**

EnergX Hanford Training will offer the following classes at the Hanford Training Center. To register, call Lynn Collins at 946-9654.

- **High Impact Management Techniques for the 21st Century** — May 20-21. This 16-hour course will focus on leadership as it applies to success in the 21st century, creating a client-centered organization, differences between managers and leaders and the leader's role in establishing a successful culture through collaboration and communication. The cost is \$380. The instructors are Joe Estey and Ben Geppart.
- **Performance Assessments/Methods, Management and Measurement** — May 15 and 17. This eight-hour course is designed to address issues that arise during performance assessments including methods used, the management of the assessment process and the measurements used to determine areas of strength and weaknesses within an organization, system or program. The cost is \$250. The instructors are Joe Estey and Ben Geppart.
- **Team Dynamics class** — May 29. The class "Team Dynamics" at the Hanford Training Center will explore why teams fail and how to improve team performance. The instructor is Joe Estey. The cost is \$180.

### **Class for managing PCBs**

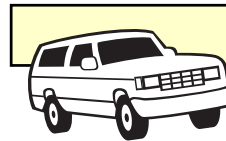
The National Registry for Environmental Professionals is presenting a two-day course, "Management of Polychlorinated Biphenyls," at the Volpentest HAMMER Training and Education Center May 14 and 15. Cost for the course will be \$520. The training will provide 1.6 Continuing Training Units upon completion. To register, contact the NREP training registrar at (865) 694-9826. Additional information on the course is available at <http://www.etmdtraining.net/>. ♦



## RETIREMENTS

### **Roberts retirement celebration May 17**

Darwin Roberts is retiring from Hanford after roughly 30 years of service as an electrician. Come by Victor's in Richland on May 17 at 4 p.m. and wish Dar good luck. ♦



## VANPOOLS

**Vanpool ads are run for two weeks. Ads must be re-submitted to run in subsequent issues of the *Hanford Reach*. The deadline for submission is Thursday, 10 days prior to publication.**

Day and Zimmermann Protection Technology Hanford reminds employees to wear their badges. Vanpool and carpool drivers are responsible for ensuring their passengers are badged. If a passenger forgets his or her security badge, access is denied at the barricade.

---

### **BENTON CITY**

Riders needed for Benton City vanpool, 8x9 schedule, leaving Ki-Be Market at 6 a.m. for all points in 200E and 2704-HV. Call Ron Wight at 376-2647 for monthly rates. Rates depend on the number of riders. 5/13

---

### **KENNEWICK**

Vanpool No.196 has openings for two or more riders from South Kennewick. Picks up along the route via W. Hood and to Highway 240 via the Edison Street exit. Drops off

*Vanpools continued on next page.*

# Regular Features

## VANPOOLS

### continued

at many stops in 200E. Relaxed atmosphere, we aim to please. Contact John Townley at 372-0223 or at 735-2727. 5/13

---

### **RICHLAND**

8x9 vanpool to 200E needs a rider. Rate as low as \$33.50 per month. Leaves former Hanford bus lot (across from 2440 Stevens) at 6:25 a.m. and drops off at 2750-E and MO-276 (behind 2750-E). Arrives at bus lot at 5 p.m. on Mondays through Thursdays and at 4 p.m. on Fridays worked. Contact Dave Hedengren at 373-5094. 5/13

8x9 vanpool to 200E needs riders. The van starts at the Albertson's at Leslie and Gage at 6 a.m., and picks up at the bus lot at 6:15. The van stops at 2750-E, and continues on to MO-294. For more information, contact Mike at 372-0150. 5/13

Vanpool No. 115 has space for two riders, 8x9 shift, 7 a.m. to 4:30 p.m. Van picks up in north Richland with final stop at 2440 Stevens. Stops at 2750-E, 2704-HV and points directly in between. Contact Bruce Johns at 373-3429. 5/13

Only two stops and looking for additional riders! 8x9 vanpool starts at the Richland Wye Park 'n Ride (across from Ben Franklin Transit), picks up at the Federal Building and goes to PFP only. Contact Dolly at 373-9051 or leave a message. 5/13

---

### **WEST RICHLAND**

Two riders needed for vanpool to 200E, 8x9s. Are you looking for comfort to and from work, or some time to sleep or read the newspaper? Come join us. Leaves Flat Top at 6:10 a.m., drops off at 2750, B-Plant and 2727-E. Arrives back at Flat Top at 5 p.m. Contact Glenn at 372-0054 or Curt at 373-7935. 5/13. F